

Ellen Franzen
970 Jones Street
Berkeley CA 94710

Nov 29th 2018

Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

My husband, son, and I support broadband competition very strongly. We are not at all impressed with the customer service provided by AT&T, and find that Sonic.net and LMI.net are much more responsive and provide much better service. They actually answer their phones and you don't have to go through some ridiculous phone tree. We hope to never see any price hikes that are unwarranted. Frankly, the high cost of cell phones is ridiculous. Two hundred dollars a month for two cell phones and internet? We're pretty sure this is excessive. We still keep a landline and we remember when landlines were only \$10 a month. Why are cell phones so much more expensive? And frankly, having lived without cell phones most of our lives, we don't see why they are so "necessary" to people now. But once my husband retires, we are retiring his cell phone and just using our landline. I always tell people I am cell phone free and Facebook free. Unlike a lot of people, I actually have a life and like to interact with real people.

Ellen Franzen